Annexure 3

uMLALAZI

MUNICIPALITY



SERVICE LEVEL STANDARDS

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	s there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years	JU days
I.	rocurement plans?	Yes Annually
		İ

Administration	
Reaction time on enquiries and requests?	One day
Time to respond to a verbal customer enquiry or request? (working days)	One day
Time to respond to a written customer enquiry or request? (working days)	One day
Time to resolve a customer enquiry or request? (working days)	1 Hour
What percentage of calls are not answered? (5%,10% or more)	5%
How long does it take to respond to voice mails? (hours)	5 minutes
Does the municipality have control over locked enquiries? (Yes/No)	N/A
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 Day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly	
management meetings?	Not in place
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	15 minutes
How long does it take to renew a vehicle license? (minutes)	15 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	Two weeks
How long does it take to de-register a vehicle? (minutes)	20 minutes
How long does it take to renew a drivers license? (minutes)	30 minutes
What is the average reaction time of the fire service to an incident? (minutes)	15minutes
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
Economic development	
How many economic development projects does the municipality drive?	80
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic	
growth projects?	3
What percentage of the projects have created sustainable job security?	20%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes